

Enterprise Incident Report July 2012

As of 8/1/2012

Community and Culture

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution		
			Low	Medium	FCR Total
Community and Culture	Application Services	Danielle Hood	1 0	0 0	1 0
		Dustin Crump	4 0	0 0	4 0
		Martin Gonzalez	3 3	0 0	3 3
		Tony Larsen	2 0	0 0	2 0
		Assigned to Individual Total	10 3	0 0	10 3
	Application Support	Sam Howlett	1 1	0 0	1 1
		Yong No	1 0	0 0	1 0
		Assigned to Individual Total	2 1	0 0	2 1
	Capitol Hosting	Matt Dunlap	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Help Desk	Brenda Treadway	3 3	0 0	3 3

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Community and Culture

			Low	Medium	FCR Total
Community and Culture	Help Desk	James Stearns	2	0	2
			2	0	2
		Julie VanBeekum	4	0	4
			4	0	4
		Vicky Marrelli	3	0	3
			3	0	3
		Assigned to Individual Total	12	0	12
			12	0	12
	Metro A Desktop Support	Adam Staks	2	0	2
			0	0	0
		Burton Brown	1	0	1
			0	0	0
		Diane Pfeifer	1	0	1
			1	0	1
		Eric Sedgwick	4	0	4
			1	0	1
		Kraig Ellis	15	1	16
			2	0	2
		Michael Barth	6	0	6
			1	0	1
		Robert Wall	4	0	4
			2	0	2
		Assigned to Individual Total	33	1	34
			7	0	7
	Metro A Help Desk	Ed Conrad	28	0	28
			25	0	25
		Edward Fortner	11	0	11
			7	0	7

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Community and Culture

			Low	Medium	FCR Total
Community and Culture	Metro A Help Desk	Liz Evans	12	0	12
			11	0	11
		Assigned to Individual Total	51	0	51
			43	0	43
	Metro A Hosting	Tom Carney	1	0	1
			0	0	0
		Assigned to Individual Total	1	0	1
			0	0	0
	Metro B Desktop Support	Anthony Booyse	7	0	7
			0	0	0
		Cindy Reed	2	0	2
			0	0	0
		Matthew Blunk	1	0	1
			0	0	0
		Mike Wilde	2	0	2
			1	0	1
		Peter Musser	2	0	2
			1	0	1
		Sean Chadbourne	2	0	2
			0	0	0
		Stephanie Young	4	0	4
			0	0	0
		Tyler Pearce	1	0	1
			0	0	0
		Assigned to Individual Total	21	0	21
			2	0	2
	Metro B Help Desk	Gary Graham	1	0	1
			1	0	1

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Community and Culture

			Low	Medium	FCR Total
Community and Culture	Metro B Help Desk	Val Shepherd	1 0	0 0	1 0
		Assigned to Individual Total	2 1	0 0	2 1
	Network Operations	Robert Ryan	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Operations Production Control	Christie Burnham	6 6	0 0	6 6
		Assigned to Individual Total	6 6	0 0	6 6
	Rural South Desktop Support	Doug Thornton	1 1	0 0	1 1
		Julie Christensen	1 0	0 0	1 0
		Assigned to Individual Total	2 1	0 0	2 1
	Salt Lake Data Center Operations	Charles Hether	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Strategic Communications	Dennis Rogers	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Technical Lead/Project Manager	Martin Gonzalez	1 1	0 0	1 1

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Community and Culture

			Low	Medium	FCR Total	
Community and Culture	Technical Lead/Project Manager	Assigned to Individual Total	1 1	0 0	1 1	
		Voice Operations	Romanza Hamblin Sorensen	3 1	0 0	3 1
	Assigned to Individual Total		3 1	0 0	3 1	
	Voice/Data/WAN Services	Greg Blessing	1 0	0 0	1 0	
		Assigned to Individual Total	1 0	0 0	1 0	
	Assigned Group Total		148 78	2 0	150 78	
	Customer Company Total			148 78	2 0	150 78

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Community and Culture

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response		
			Low	Medium	MIR Total
Community and Culture	Application Services	Danielle Hood	1 0	0 0	1 0
		Dustin Crump	4 0	0 0	4 0
		Martin Gonzalez	3 1	0 0	3 1
		Tony Larsen	2 1	0 0	2 1
		Assigned to Individual Total	10 2	0 0	10 2
	Application Support	Sam Howlett	1 0	0 0	1 0
		Yong No	1 0	0 0	1 0
		Assigned to Individual Total	2 0	0 0	2 0
	Capitol Hosting	Matt Dunlap	0 0	1 1	1 1
		Assigned to Individual Total	0 0	1 1	1 1
	Help Desk	Brenda Treadway	3 0	0 0	3 0

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Community and Culture

			Low	Medium	MIR Total
Community and Culture	Help Desk	James Stearns	2 0	0 0	2 0
		Julie VanBeekum	4 0	0 0	4 0
		Vicky Marrelli	3 0	0 0	3 0
		Assigned to Individual Total	12 0	0 0	12 0
	Metro A Desktop Support	Adam Staks	2 0	0 0	2 0
		Burton Brown	1 0	0 0	1 0
		Diane Pfeifer	1 0	0 0	1 0
		Eric Sedgwick	4 0	0 0	4 0
		Kraig Ellis	15 0	1 0	16 0
		Michael Barth	6 0	0 0	6 0
		Robert Wall	4 0	0 0	4 0
		Assigned to Individual Total	33 0	1 0	34 0
	Metro A Help Desk	Ed Conrad	28 0	0 0	28 0
		Edward Fortner	11 0	0 0	11 0

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Community and Culture

			Low	Medium	MIR Total
Community and Culture	Metro A Help Desk	Liz Evans	12 0	0 0	12 0
		Assigned to Individual Total	51 0	0 0	51 0
	Metro A Hosting	Tom Carney	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Metro B Desktop Support	Anthony Booyse	7 0	0 0	7 0
		Cindy Reed	2 0	0 0	2 0
		Matthew Blunk	1 0	0 0	1 0
		Mike Wilde	2 0	0 0	2 0
		Peter Musser	2 0	0 0	2 0
		Sean Chadbourne	2 0	0 0	2 0
		Stephanie Young	4 0	0 0	4 0
		Tyler Pearce	1 0	0 0	1 0
		Assigned to Individual Total	21 0	0 0	21 0
	Metro B Help Desk	Gary Graham	1 0	0 0	1 0

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Community and Culture

			Low	Medium	MIR Total
Community and Culture	Metro B Help Desk	Val Shepherd	1 0	0 0	1 0
		Assigned to Individual Total	2 0	0 0	2 0
	Network Operations	Robert Ryan	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Operations Production Control	Christie Burnham	6 0	0 0	6 0
		Assigned to Individual Total	6 0	0 0	6 0
	Rural South Desktop Support	Doug Thornton	1 0	0 0	1 0
		Julie Christensen	1 0	0 0	1 0
		Assigned to Individual Total	2 0	0 0	2 0
	Salt Lake Data Center Operations	Charles Hether	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Strategic Communications	Dennis Rogers	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Technical Lead/Project Manager	Martin Gonzalez	1 0	0 0	1 0

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Community and Culture

			Low	Medium	MIR Total
Community and Culture	Technical Lead/Project Manager	Assigned to Individual Total	1 0	0 0	1 0
	Voice Operations	Romanza Hamblin Sorensen	3 0	0 0	3 0
		Assigned to Individual Total	3 0	0 0	3 0
	Voice/Data/WAN Services	Greg Blessing	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Assigned Group Total		148 2	2 1	150 3
Customer Company Total			148 2	2 1	150 3

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Community and Culture

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours		
			Low	Medium	ATTIR Total
Community and Culture	Application Services	Danielle Hood	1 0.97	0 0.00	1 0.97
		Dustin Crump	4 0.42	0 0.00	4 0.42
		Martin Gonzalez	3 1.06	0 0.00	3 1.06
		Tony Larsen	2 1.14	0 0.00	2 1.14
		Assigned to Individual Total	10 0.81	0 0.00	10 0.81
	Application Support	Sam Howlett	1 0.00	0 0.00	1 0.00
		Yong No	1 0.37	0 0.00	1 0.37
		Assigned to Individual Total	2 0.18	0 0.00	2 0.18
	Capitol Hosting	Matt Dunlap	0 0.00	1 1.10	1 1.10
		Assigned to Individual Total	0 0.00	1 1.10	1 1.10
	Help Desk	Brenda Treadway	3 0.00	0 0.00	3 0.00

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Community and Culture

			Low	Medium	ATTIR Total
Community and Culture	Help Desk	James Stearns	2 0.00	0 0.00	2 0.00
		Julie VanBeekum	4 0.00	0 0.00	4 0.00
		Vicky Marrelli	3 0.00	0 0.00	3 0.00
		Assigned to Individual Total	12 0.00	0 0.00	12 0.00
	Metro A Desktop Support	Adam Staks	2 0.12	0 0.00	2 0.12
		Burton Brown	1 0.00	0 0.00	1 0.00
		Diane Pfeifer	1 0.00	0 0.00	1 0.00
		Eric Sedgwick	4 0.11	0 0.00	4 0.11
		Kraig Ellis	15 0.11	1 0.00	16 0.10
		Michael Barth	6 0.00	0 0.00	6 0.00
		Robert Wall	4 0.00	0 0.00	4 0.00
		Assigned to Individual Total	33 0.07	1 0.00	34 0.07
	Metro A Help Desk	Ed Conrad	28 0.06	0 0.00	28 0.06
		Edward Fortner	11 0.08	0 0.00	11 0.08

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Community and Culture

			Low	Medium	ATTIR Total
Community and Culture	Metro A Help Desk	Liz Evans	12 0.02	0 0.00	12 0.02
		Assigned to Individual Total	51 0.06	0 0.00	51 0.06
	Metro A Hosting	Tom Carney	1 0.79	0 0.00	1 0.79
		Assigned to Individual Total	1 0.79	0 0.00	1 0.79
	Metro B Desktop Support	Anthony Booyse	7 0.05	0 0.00	7 0.05
		Cindy Reed	2 0.00	0 0.00	2 0.00
		Matthew Blunk	1 0.34	0 0.00	1 0.34
		Mike Wilde	2 0.15	0 0.00	2 0.15
		Peter Musser	2 0.09	0 0.00	2 0.09
		Sean Chadbourne	2 0.11	0 0.00	2 0.11
		Stephanie Young	4 0.08	0 0.00	4 0.08
		Tyler Pearce	1 0.35	0 0.00	1 0.35
		Assigned to Individual Total	21 0.10	0 0.00	21 0.10
	Metro B Help Desk	Gary Graham	1 0.00	0 0.00	1 0.00

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Community and Culture

			Low	Medium	ATTIR Total
Community and Culture	Metro B Help Desk	Val Shepherd	1 0.52	0 0.00	1 0.52
		Assigned to Individual Total	2 0.26	0 0.00	2 0.26
	Network Operations	Robert Ryan	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	1 0.00	0 0.00	1 0.00
	Operations Production Control	Christie Burnham	6 0.00	0 0.00	6 0.00
		Assigned to Individual Total	6 0.00	0 0.00	6 0.00
	Rural South Desktop Support	Doug Thornton	1 0.00	0 0.00	1 0.00
		Julie Christensen	1 0.07	0 0.00	1 0.07
		Assigned to Individual Total	2 0.04	0 0.00	2 0.04
	Salt Lake Data Center Operations	Charles Hether	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	1 0.00	0 0.00	1 0.00
	Strategic Communications	Dennis Rogers	1 0.42	0 0.00	1 0.42
		Assigned to Individual Total	1 0.42	0 0.00	1 0.42
	Technical Lead/Project Manager	Martin Gonzalez	1 0.10	0 0.00	1 0.10

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Community and Culture

			Low	Medium	ATTIR Total
Community and Culture	Technical Lead/Project Manager	Assigned to Individual Total	1 0.10	0 0.00	1 0.10
	Voice Operations	Romanza Hamblin Sorensen	3 0.36	0 0.00	3 0.36
		Assigned to Individual Total	3 0.36	0 0.00	3 0.36
	Voice/Data/WAN Services	Greg Blessing	1 0.37	0 0.00	1 0.37
		Assigned to Individual Total	1 0.37	0 0.00	1 0.37
	Assigned Group Total		148 0.13	2 0.55	150 0.13
Customer Company Total			148 0.13	2 0.55	150 0.13

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Community and Culture

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution		
			Low	Medium	MR Total
Community and Culture	Application Services	Danielle Hood	1 0	0 0	1 0
		Dustin Crump	4 0	0 0	4 0
		Martin Gonzalez	3 0	0 0	3 0
		Tony Larsen	2 0	0 0	2 0
		Assigned to Individual Total	10 0	0 0	10 0
	Application Support	Sam Howlett	1 0	0 0	1 0
		Yong No	1 0	0 0	1 0
		Assigned to Individual Total	2 0	0 0	2 0
	Capitol Hosting	Matt Dunlap	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Help Desk	Brenda Treadway	3 0	0 0	3 0

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			Low	Medium	MR Total
Community and Culture	Help Desk	James Stearns	2 0	0 0	2 0
		Julie VanBeekum	4 0	0 0	4 0
		Vicky Marrelli	3 0	0 0	3 0
		Assigned to Individual Total	12 0	0 0	12 0
	Metro A Desktop Support	Adam Staks	2 0	0 0	2 0
		Burton Brown	1 0	0 0	1 0
		Diane Pfeifer	1 0	0 0	1 0
		Eric Sedgwick	4 0	0 0	4 0
		Kraig Ellis	15 0	1 0	16 0
		Michael Barth	6 1	0 0	6 1
		Robert Wall	4 0	0 0	4 0
		Assigned to Individual Total	33 1	1 0	34 1
	Metro A Help Desk	Ed Conrad	28 0	0 0	28 0
		Edward Fortner	11 0	0 0	11 0

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Community and Culture

			Low	Medium	MR Total
Community and Culture	Metro A Help Desk	Liz Evans	12 0	0 0	12 0
		Assigned to Individual Total	51 0	0 0	51 0
	Metro A Hosting	Tom Carney	1 1	0 0	1 1
		Assigned to Individual Total	1 1	0 0	1 1
	Metro B Desktop Support	Anthony Booyse	7 0	0 0	7 0
		Cindy Reed	2 1	0 0	2 1
		Matthew Blunk	1 0	0 0	1 0
		Mike Wilde	2 0	0 0	2 0
		Peter Musser	2 0	0 0	2 0
		Sean Chadbourne	2 0	0 0	2 0
		Stephanie Young	4 0	0 0	4 0
		Tyler Pearce	1 0	0 0	1 0
		Assigned to Individual Total	21 1	0 0	21 1
	Metro B Help Desk	Gary Graham	1 0	0 0	1 0

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Community and Culture

			Low	Medium	MR Total
Community and Culture	Metro B Help Desk	Val Shepherd	1 0	0 0	1 0
		Assigned to Individual Total	2 0	0 0	2 0
	Network Operations	Robert Ryan	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Operations Production Control	Christie Burnham	6 0	0 0	6 0
		Assigned to Individual Total	6 0	0 0	6 0
	Rural South Desktop Support	Doug Thornton	1 0	0 0	1 0
		Julie Christensen	1 0	0 0	1 0
		Assigned to Individual Total	2 0	0 0	2 0
	Salt Lake Data Center Operations	Charles Hether	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Strategic Communications	Dennis Rogers	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Technical Lead/Project Manager	Martin Gonzalez	1 1	0 0	1 1

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Community and Culture

			Low	Medium	MR Total
Community and Culture	Technical Lead/Project Manager	Assigned to Individual Total	1 1	0 0	1 1
	Voice Operations	Romanza Hamblin Sorensen	3 0	0 0	3 0
		Assigned to Individual Total	3 0	0 0	3 0
	Voice/Data/WAN Services	Greg Blessing	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Assigned Group Total		148 4	2 0	150 4
	Customer Company Total			148 4	2 0

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Community and Culture

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours		
			Low	Medium	ATTR Total
Community and Culture	Application Services	Danielle Hood	1 0.97	0 0.00	1 0.97
		Dustin Crump	4 1.63	0 0.00	4 1.63
		Martin Gonzalez	3 1.92	0 0.00	3 1.92
		Tony Larsen	2 1.29	0 0.00	2 1.29
		Assigned to Individual Total	10 1.58	0 0.00	10 1.58
	Application Support	Sam Howlett	1 0.81	0 0.00	1 0.81
		Yong No	1 1.77	0 0.00	1 1.77
		Assigned to Individual Total	2 1.29	0 0.00	2 1.29
	Capitol Hosting	Matt Dunlap	0 0.00	1 1.10	1 1.10
		Assigned to Individual Total	0 0.00	1 1.10	1 1.10
	Help Desk	Brenda Treadway	3 0.00	0 0.00	3 0.00

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			Low	Medium	ATTR Total
Community and Culture	Help Desk	James Stearns	2 0.00	0 0.00	2 0.00
		Julie VanBeekum	4 0.00	0 0.00	4 0.00
		Vicky Marrelli	3 0.00	0 0.00	3 0.00
		Assigned to Individual Total	12 0.00	0 0.00	12 0.00
	Metro A Desktop Support	Adam Staks	2 0.95	0 0.00	2 0.95
		Burton Brown	1 0.13	0 0.00	1 0.13
		Diane Pfeifer	1 0.48	0 0.00	1 0.48
		Eric Sedgwick	4 0.72	0 0.00	4 0.72
		Kraig Ellis	15 0.86	1	16 0.86
		Michael Barth	6 2.43	0 0.00	6 2.43
		Robert Wall	4 0.02	0 0.00	4 0.02
		Assigned to Individual Total	33 1.00	1	34 1.00
	Metro A Help Desk	Ed Conrad	28 0.15	0 0.00	28 0.15
		Edward Fortner	11 0.24	0 0.00	11 0.24

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			Low	Medium	ATTR Total
Community and Culture	Metro A Help Desk	Liz Evans	12 0.09	0 0.00	12 0.09
		Assigned to Individual Total	51 0.16	0 0.00	51 0.16
	Metro A Hosting	Tom Carney	1 10.19	0 0.00	1 10.19
		Assigned to Individual Total	1 10.19	0 0.00	1 10.19
	Metro B Desktop Support	Anthony Booyse	7 2.08	0 0.00	7 2.08
		Cindy Reed	2 3.95	0 0.00	2 3.95
		Matthew Blunk	1 0.34	0 0.00	1 0.34
		Mike Wilde	2 0.45	0 0.00	2 0.45
		Peter Musser	2 0.09	0 0.00	2 0.09
		Sean Chadbourne	2 0.84	0 0.00	2 0.84
		Stephanie Young	4 0.36	0 0.00	4 0.36
		Tyler Pearce	1 0.89	0 0.00	1 0.89
		Assigned to Individual Total	21 1.33	0 0.00	21 1.33
	Metro B Help Desk	Gary Graham	1 0.00	0 0.00	1 0.00

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			Low	Medium	ATTR Total
Community and Culture	Metro B Help Desk	Val Shepherd	1 0.63	0 0.00	1 0.63
		Assigned to Individual Total	2 0.32	0 0.00	2 0.32
	Network Operations	Robert Ryan	1 1.27	0 0.00	1 1.27
		Assigned to Individual Total	1 1.27	0 0.00	1 1.27
	Operations Production Control	Christie Burnham	6 0.00	0 0.00	6 0.00
		Assigned to Individual Total	6 0.00	0 0.00	6 0.00
	Rural South Desktop Support	Doug Thornton	1 0.00	0 0.00	1 0.00
		Julie Christensen	1 1.28	0 0.00	1 1.28
		Assigned to Individual Total	2 0.64	0 0.00	2 0.64
	Salt Lake Data Center Operations	Charles Hether	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	1 0.00	0 0.00	1 0.00
	Strategic Communications	Dennis Rogers	1 4.66	0 0.00	1 4.66
		Assigned to Individual Total	1 4.66	0 0.00	1 4.66
	Technical Lead/Project Manager	Martin Gonzalez	1 6.45	0 0.00	1 6.45

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Community and Culture

			Low	Medium	ATTR Total
Community and Culture	Technical Lead/Project Manager	Assigned to Individual Total	1 6.45	0 0.00	1 6.45
	Voice Operations	Romanza Hamblin Sorensen	3 0.48	0 0.00	3 0.48
		Assigned to Individual Total	3 0.48	0 0.00	3 0.48
	Voice/Data/WAN Services	Greg Blessing	1 0.94	0 0.00	1 0.94
		Assigned to Individual Total	1 0.94	0 0.00	1 0.94
	Assigned Group Total		148 0.78	2 1.10	150 0.78
Customer Company Total			148 0.78	2 1.10	150 0.78

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Community and Culture

Detail

INC000000528132	Liz H Smith	Application	Error	Gmail		TIR Missed: Yes	1.66
	Application Services	Martin Gonzalez	Community and Culture	Low	Resolved	TTR Missed: No	1.66
INC000000541662	Jim Ericksen	Wireless Connectivity	None	None		TIR Missed: No	0.07
	Rural South Desktop Support	Julie Christensen	Community and Culture	Low	Closed	TTR Missed: No	1.28
INC000000542014	David Fleischer	None	None	None		TIR Missed: No	0.06
	Metro A Desktop Support	Kraig Ellis	Community and Culture	Low	Closed	TTR Missed: No	0.06
INC000000542029	Rosalinda Tsosie	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Closed	TTR Missed: No	0.00
INC000000542565	Pat Tompkins	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Thornton	Community and Culture	Low	Closed	TTR Missed: No	0.00
INC000000542627	Beverly Bronson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Community and Culture	Low	Closed	TTR Missed: No	0.00
INC000000542854	Elizabeth D Brown	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.21
	Metro A Help Desk	Liz Evans	Community and Culture	Low	Closed	TTR Missed: No	0.30
INC000000542915	Samantha Eldridge	Application	Error	Gmail		TIR Missed: No	0.10
	Technical Lead/Project Manager	Martin Gonzalez	Community and Culture	Low	Closed	TTR Missed: Yes	6.45
INC000000542964	Katherine Smith	Application	Reporting	Gmail		TIR Missed: No	0.14
	Application Services	Dustin Crump	Community and Culture	Low	Closed	TTR Missed: No	3.64
INC000000543101	Elizabeth D Brown	Application	Error	Novell Messenger		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Community and Culture	Low	Closed	TTR Missed: No	0.00
INC000000543170	Beverly Bronson	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Stephanie Young	Community and Culture	Low	Closed	TTR Missed: No	0.59
INC000000543236	Kathy Kirtz	Application	Password	Equipment Inventory System		TIR Missed: No	0.00
	Application Support	Sam Howlett	Community and Culture	Low	Closed	TTR Missed: No	0.81
INC000000543465	Amanda McDonald	Network	Incident	State Payroll Time Entry System		TIR Missed: No	0.52
	Metro B Help Desk	Val Shepherd	Community and Culture	Low	Closed	TTR Missed: No	0.63
INC000000543589	Elizabeth D Brown	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.14
	Metro A Help Desk	Ed Conrad	Community and Culture	Low	Closed	TTR Missed: No	0.31
INC000000543744	Amanda McDonald	PC/Laptop	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.80
	Metro A Help Desk	Ed Conrad	Community and Culture	Low	Closed	TTR Missed: No	0.84
INC000000543919	Kathy Kirtz	EIS Hardware	Printer	None		TIR Missed: No	0.42
	Strategic Communications	Dennis Rogers	Community and Culture	Low	Closed	TTR Missed: No	4.66

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INC000000544030	Sanobi Johnson Metro A Help Desk	Network Ed Conrad	Password Community and Culture	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000544042	Nelson Knight Metro A Help Desk	Network Ed Conrad	Password Community and Culture	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000544058	Bruce L Young Metro A Help Desk	Application Ed Conrad	Error Community and Culture	State Payroll Time Entry System Low	TIR Missed: No TTR Missed: No	0.11 0.12
INC000000544139	Sanobi Johnson Metro A Desktop Support	None Diane Pfeifer	None Community and Culture	None Low	TIR Missed: No TTR Missed: No	0.00 0.48
INC000000544157	Brian Richards Operations Production Control	None Christie Burnham	None Community and Culture	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000544159	Mike Glenn Metro A Help Desk	PC/Laptop Ed Conrad	Error Community and Culture	State Payroll Time Entry System Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000544192	Darci Card Capitol Hosting	Application Matt Dunlap	Error Community and Culture	None Medium	TIR Missed: Yes TTR Missed: No	1.10 1.10
INC000000544306	Randy Carbuhn Metro B Desktop Support	PC/Laptop Cindy Reed	Hardware Community and Culture	None Low	TIR Missed: No TTR Missed: Yes	0.00 7.89
INC000000544602	Matthew Turner Application Services	Application Martin Gonzalez	Reporting Community and Culture	Gmail Low	TIR Missed: No TTR Missed: No	0.97 1.12
INC000000544709	Kathy Kirtz Metro A Desktop Support	None Kraig Ellis	None Community and Culture	None Low	TIR Missed: No TTR Missed: No	0.00 2.28
INC000000544728	Karma Clevenger Metro B Desktop Support	Application Anthony Booyse	Error Community and Culture	Novell GroupWise Low	TIR Missed: No TTR Missed: No	0.00 2.06
INC000000544793	Derinna Kopp Metro A Desktop Support	Application Kraig Ellis	None Community and Culture	Microsoft Office 2003 Professional Low	TIR Missed: No TTR Missed: No	0.11 2.77
INC000000544818	Randy Carbuhn Metro B Desktop Support	None Peter Musser	None Community and Culture	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000544829	Eva Salazar Application Support	None Yong No	None Community and Culture	None Low	TIR Missed: No TTR Missed: No	0.37 1.77
INC000000544870	Claudia Borjas Metro A Help Desk	Network Edward Fortner	Error Community and Culture	None Low	TIR Missed: No TTR Missed: No	0.16 0.32
INC000000544955	Colleen Eggett Metro A Hosting	None Tom Carney	None Community and Culture	None Low	TIR Missed: No TTR Missed: Yes	0.79 10.19
INC000000545304	Kelly K Anderson Metro A Help Desk	Network Ed Conrad	Error Community and Culture	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.07

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INC000000545436	Samantha Lopez	Application	Reporting	None		TIR Missed: No	0.00
Help Desk	James Stearns	Community and Culture	Low	Closed	TTR Missed: No	0.00	
INC000000545564	Kathy Kirtz	PC/Laptop	Hardware	None		TIR Missed: No	0.00
Metro A Desktop Support	Kraig Ellis	Community and Culture	Low	Closed	TTR Missed: No	0.23	
INC000000545583	Ronald Van Harten	Application	None	PGP		TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Community and Culture	Low	Closed	TTR Missed: No	0.00	
INC000000545659	Kristen Rogers-Iversen	Application	None	Novell GroupWise 32-bit Windows		TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Community and Culture	Low	Closed	TTR Missed: No	0.08	
INC000000546099	Karma Clevenger	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
Metro B Desktop Support	Mike Wilde	Community and Culture	Low	Closed	TTR Missed: No	0.38	
INC000000546281	Pema Chagzoetsang	Application	Error	None		TIR Missed: No	0.00
Metro A Desktop Support	Kraig Ellis	Community and Culture	Medium	Closed	TTR Missed: No		
INC000000546289	Lisa F Nelson	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.30
Metro B Desktop Support	Mike Wilde	Community and Culture	Low	Closed	TTR Missed: No	0.53	
INC000000546298	Stephanie Bourdeaux	Application	Error	None		TIR Missed: No	0.34
Metro A Help Desk	Ed Conrad	Community and Culture	Low	Closed	TTR Missed: No	1.68	
INC000000546317	Glenna Matekel	None	None	None		TIR Missed: No	0.00
Metro A Help Desk	Edward Fortner	Community and Culture	Low	Closed	TTR Missed: No	0.41	
INC000000546345	Rhonda Wilkinson	Network	Performance	None		TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Community and Culture	Low	Closed	TTR Missed: No	0.00	
INC000000546540	Kathy Kirtz	Network	Error	None		TIR Missed: No	0.00
Metro A Desktop Support	Burton Brown	Community and Culture	Low	Closed	TTR Missed: No	0.13	
INC000000546594	Katherine Smith	PC/Laptop	None	None		TIR Missed: No	0.14
Metro A Desktop Support	Kraig Ellis	Community and Culture	Low	Closed	TTR Missed: No	1.25	
INC000000546653	Mary Jacobs	None	None	None		TIR Missed: No	0.05
Metro A Desktop Support	Kraig Ellis	Community and Culture	Low	Closed	TTR Missed: No	0.11	
INC000000546760	Nicholas Baker	PC/Laptop	Error	None		TIR Missed: No	0.00
Metro A Desktop Support	Michael Barth	Community and Culture	Low	Closed	TTR Missed: Yes	8.63	
INC000000546777	Mary Jacobs	PC/Laptop	Hardware	None		TIR Missed: No	0.00
Metro A Desktop Support	Michael Barth	Community and Culture	Low	Closed	TTR Missed: No	0.27	
INC000000546794	Annette Despain	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro A Desktop Support	Eric Sedgwick	Community and Culture	Low	Closed	TTR Missed: No	2.29	
INC000000546828	Jayme Day	PC/Laptop	Error	Microsoft Windows 7		TIR Missed: No	0.00
Metro A Desktop Support	Michael Barth	Community and Culture	Low	Closed	TTR Missed: No	2.66	

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INC000000546867	Orville Cayaditto	PC/Laptop	Error	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Community and Culture	Low Closed	TTR Missed: No	3.17
INC000000546912	David Fleischer	None	None	None	TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Community and Culture	Low Closed	TTR Missed: No	0.06
INC000000547060	Sheryl Featherstone	PC/Laptop	Hardware	None	TIR Missed: No	0.22
	Metro A Desktop Support	Eric Sedgwick	Community and Culture	Low Closed	TTR Missed: No	0.35
INC000000547273	Donna Morris	Application	None	PGP	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Community and Culture	Low Closed	TTR Missed: No	0.00
INC000000547274	Liz H Smith	Network	Performance	None	TIR Missed: No	0.00
	Network Operations	Robert Ryan	Community and Culture	Low Closed	TTR Missed: No	1.27
INC000000547330	Glenna Matekel	Network	Error	Novell GroupWise 32-bit Windo	TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Community and Culture	Low Closed	TTR Missed: No	0.37
INC000000547389	Sarah Pitkin	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Community and Culture	Low Closed	TTR Missed: No	0.00
INC000000547443	Kathy Kirtz	Application	Error	Google Chrome	TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Community and Culture	Low Closed	TTR Missed: No	0.00
INC000000547538	Julie A Anderson	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro B Desktop Support	Cindy Reed	Community and Culture	Low Closed	TTR Missed: No	0.00
INC000000547699	Matt McClain	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Community and Culture	Low Closed	TTR Missed: No	0.00
INC000000547708	Justin Howland	PC/Laptop	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	James Stearns	Community and Culture	Low Closed	TTR Missed: No	0.00
INC000000547815	Lori Hunsaker	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Community and Culture	Low Closed	TTR Missed: No	0.35
INC000000547866	Matt McClain	Application	Password	PGP	TIR Missed: No	0.00
	Metro B Desktop Support	Stephanie Young	Community and Culture	Low Closed	TTR Missed: No	0.48
INC000000547948	Eva Salazar	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.23
	Metro A Help Desk	Ed Conrad	Community and Culture	Low Closed	TTR Missed: No	0.25
INC000000548201	Britton Lund	Application	Password	PGP	TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Community and Culture	Low Closed	TTR Missed: No	4.23
INC000000548212	Juan Lee	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Community and Culture	Low Closed	TTR Missed: No	0.05
INC000000548235	Julie A Anderson	Application	None	None	TIR Missed: No	0.03
	Metro B Desktop Support	Anthony Booyse	Community and Culture	Low Closed	TTR Missed: No	3.97

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INC000000548313	Patrick Frost Metro A Help Desk	Network Ed Conrad	Password Community and Culture	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.09
INC000000548365	Doug Gould Metro B Desktop Support	PC/Laptop Anthony Booyse	Error Community and Culture	Adobe Acrobat Low	TIR Missed: No TTR Missed: No	0.11 2.28
INC000000548429	Mary Jacobs Metro A Desktop Support	PC/Laptop Michael Barth	Hardware Community and Culture	None Low	TIR Missed: No TTR Missed: No	0.00 2.46
INC000000548445	Cheryl Mansen Metro B Desktop Support	PC/Laptop Anthony Booyse	Hardware Community and Culture	None Low	TIR Missed: No TTR Missed: No	0.00 1.21
INC000000548450	Karma Clevenger Metro A Help Desk	Network Ed Conrad	Error Community and Culture	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.04
INC000000548466	Rosalinda Tsosie Operations Production Control	None Christie Burnham	None Community and Culture	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000548484	Vince Silas Metro A Help Desk	None Edward Fortner	None Community and Culture	None Low	TIR Missed: No TTR Missed: No	0.00 0.24
INC000000548655	Lani Nisbet Application Services	None Dustin Crump	None Community and Culture	None Low	TIR Missed: No TTR Missed: No	0.57 0.58
INC000000548856	Eva Salazar Metro A Help Desk	Network Ed Conrad	Error Community and Culture	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000548887	Anna Leggett Metro A Help Desk	Network Ed Conrad	Password Community and Culture	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000549024	Ronald Van Harten Metro B Desktop Support	None Anthony Booyse	None Community and Culture	None Low	TIR Missed: No TTR Missed: No	0.00 0.65
INC000000549046	Stephanie Bourdeaux Metro A Help Desk	Print/Copy/Scan/Fax Edward Fortner	None Community and Culture	None Low	TIR Missed: No TTR Missed: No	0.30 0.30
INC000000549098	Craig Neilson Metro A Help Desk	Application Ed Conrad	None Community and Culture	Novell GroupWise 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.11
INC000000549180	Candace Powers Metro A Desktop Support	None Michael Barth	None Community and Culture	None Low	TIR Missed: No TTR Missed: No	0.00 0.21
INC000000549213	Nicholas Baker Metro A Desktop Support	None Adam Staks	None Community and Culture	None Low	TIR Missed: No TTR Missed: No	0.14 1.73
INC000000549338	Kathy Kirtz Application Services	Application Tony Larsen	Error Community and Culture	Gmail Low	TIR Missed: Yes TTR Missed: No	1.92 1.92
INC000000549644	Gayle Gardner Metro A Help Desk	Network Ed Conrad	Password Community and Culture	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000549656	Roxann Rose Metro B Desktop Support	Application Sean Chadbourne	None Community and Culture	Microsoft Office Low	Resolved	TIR Missed: No TTR Missed: No	0.00 1.08
INC000000549722	Britton Lund Metro A Help Desk	None Edward Fortner	None Community and Culture	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000549739	Samantha Lopez Metro A Desktop Support	Network Kraig Ellis	Password Community and Culture	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.40
INC000000549899	Susan Hayward Metro B Desktop Support	PC/Laptop Sean Chadbourne	Error Community and Culture	None Low	Resolved	TIR Missed: No TTR Missed: No	0.21 0.61
INC000000549963	Britton Lund Metro A Help Desk	None Edward Fortner	None Community and Culture	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.07
INC000000549992	Shad West Metro A Help Desk	PC/Laptop Ed Conrad	Error Community and Culture	PGP Low	Resolved	TIR Missed: No TTR Missed: No	0.15 0.18
INC000000550457	Sarah Pitkin Metro B Desktop Support	PC/Laptop Tyler Pearce	None Community and Culture	None Low	Resolved	TIR Missed: No TTR Missed: No	0.35 0.89
INC000000550794	Felicia Baca Metro A Help Desk	Application Edward Fortner	Error Community and Culture	Microsoft Office Low	Resolved	TIR Missed: No TTR Missed: No	0.16 0.41
INC000000551007	Rhonda Wilkinson Metro A Help Desk	Network Ed Conrad	Error Community and Culture	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000551020	Sanobi Johnson Help Desk	Application Brenda Treadway	Password Community and Culture	PGP Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000551046	Craig Neilson Metro A Help Desk	Network Ed Conrad	Incident Community and Culture	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000551136	Ron Humphries Metro A Help Desk	None Edward Fortner	None Community and Culture	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.29
INC000000551138	Glenna Matekel Metro A Help Desk	Network Ed Conrad	Password Community and Culture	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000551176	Lani Nisbet Metro A Help Desk	Network Ed Conrad	Password Community and Culture	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000551268	Colleen Eggett Metro A Help Desk	Application Ed Conrad	Error Community and Culture	Adobe Contribute Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.14
INC000000551616	Juan Lee Metro B Desktop Support	None Anthony Booyse	None Community and Culture	None Low	Resolved	TIR Missed: No TTR Missed: No	0.19 0.19
INC000000551726	Patrick Frost Metro A Desktop Support	Network Kraig Ellis	Password Community and Culture	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.88

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INC000000551851	Jill Mecham	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Resolved	TTR Missed: No	0.00
INC000000551852	Jill Mecham	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Resolved	TTR Missed: No	0.00
INC000000551967	Susan Kolthoff	None	None	None		TIR Missed: No	0.98
	Metro A Desktop Support	Kraig Ellis	Community and Culture	Low	Resolved	TTR Missed: No	1.07
INC000000551971	Patrick Frost	Application	Password	None		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Community and Culture	Low	Resolved	TTR Missed: No	0.00
INC000000552005	Tamera Kohler	None	None	None		TIR Missed: No	0.97
	Application Services	Danielle Hood	Community and Culture	Low	Resolved	TTR Missed: No	0.97
INC000000552169	Sanobi Johnson	Application	Password	PGP		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Community and Culture	Low	Resolved	TTR Missed: No	0.00
INC000000552326	Julie A Anderson	Telecom	Dial Tone	Telephone		TIR Missed: No	0.72
	Voice Operations	Romanza Hamblin Sorensen	Community and Culture	Low	Resolved	TTR Missed: No	0.72
INC000000552337	Julie A Anderson	None	None	None		TIR Missed: No	0.19
	Metro B Desktop Support	Peter Musser	Community and Culture	Low	Resolved	TTR Missed: No	0.19
INC000000552606	Margaret Hunt	Telecom	Call Management	Telephone		TIR Missed: No	0.22
	Voice Operations	Romanza Hamblin Sorensen	Community and Culture	Low	Resolved	TTR Missed: No	0.22
INC000000552697	Katherine Smith	Application	None	Adobe Contribute		TIR Missed: No	0.13
	Metro A Desktop Support	Kraig Ellis	Community and Culture	Low	Resolved	TTR Missed: No	0.13
INC000000552915	Katherine Smith	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Community and Culture	Low	Resolved	TTR Missed: No	0.00
INC000000553153	Douglas Lee	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Community and Culture	Low	Resolved	TTR Missed: No	0.00
INC000000553160	Douglas Lee	Application	Error	Proofpoint Email Security		TIR Missed: No	0.54
	Application Services	Martin Gonzalez	Community and Culture	Low	Resolved	TTR Missed: No	2.99
INC000000553210	Sarah Pitkin	Application	Error	Microsoft Windows 7		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Community and Culture	Low	Resolved	TTR Missed: No	0.19
INC000000553319	Shelli Goble	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Community and Culture	Low	Resolved	TTR Missed: No	0.00
INC000000553342	Karma Clevenger	None	None	None		TIR Missed: No	0.34
	Metro B Desktop Support	Matthew Blunk	Community and Culture	Low	Resolved	TTR Missed: No	0.34
INC000000553347	Sanobi Johnson	None	None	None		TIR Missed: No	0.36
	Application Services	Tony Larsen	Community and Culture	Low	Resolved	TTR Missed: No	0.65

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INC000000553507	Sheryl Featherstone	None	None	None		TIR Missed: No	0.00
	Salt Lake Data Center Operations	Charles Hether	Community and Culture	Low	Resolved	TTR Missed: No	0.00
INC000000553533	Mary Jacobs	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Community and Culture	Low	Resolved	TTR Missed: No	0.00
INC000000553550	Mary Jacobs	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Community and Culture	Low	Resolved	TTR Missed: No	0.34
INC000000553551	Rachelle Brown	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Community and Culture	Low	Resolved	TTR Missed: No	0.00
INC000000553580	Julie Iosefa	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Community and Culture	Low	Resolved	TTR Missed: No	0.00
INC000000553582	Gordon Walker	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Community and Culture	Low	Resolved	TTR Missed: No	0.09
INC000000553671	David Fleischer	None	None	None		TIR Missed: No	0.08
	Metro A Desktop Support	Kraig Ellis	Community and Culture	Low	Resolved	TTR Missed: No	0.08
INC000000553866	Sarah Pitkin	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Community and Culture	Low	Resolved	TTR Missed: No	0.30
INC000000553914	Ashley Tolman	Mobile Devices	None	None		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Community and Culture	Low	Resolved	TTR Missed: No	0.00
INC000000554101	Steven Fox	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Community and Culture	Low	Resolved	TTR Missed: No	0.00
INC000000554112	Lloyd Pendleton	Application	Reporting	PGP		TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	Community and Culture	Low	Resolved	TTR Missed: No	0.01
INC000000554114	Shellie Goble	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Community and Culture	Low	Resolved	TTR Missed: No	0.00
INC000000554115	Daniel Herbert-Voss	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	Community and Culture	Low	Resolved	TTR Missed: No	0.01
INC000000554125	Shellie Goble	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Eric Sedgwick	Community and Culture	Low	Resolved	TTR Missed: No	0.00
INC000000554132	Anna Leggett	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Community and Culture	Low	Resolved	TTR Missed: No	0.00
INC000000554154	Matthew Parker	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Community and Culture	Low	Resolved	TTR Missed: No	0.00
INC000000554162	Cheryl Brown	Telecom	Voice Mail	Telephone		TIR Missed: No	0.14
	Voice Operations	Romanza Hamblin Sorensen	Community and Culture	Low	Resolved	TTR Missed: No	0.50

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INC000000554266	Annette Despain Metro A Help Desk	None Liz Evans	None Community and Culture	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00
INC000000554277	Annette Despain Metro A Desktop Support	None Robert Wall	None Community and Culture	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.03
INC000000554279	Gary Spangenberg Metro A Desktop Support	None Robert Wall	None Community and Culture	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.03
INC000000554317	Nicholas Baker Voice/Data/WAN Services	Telecom Greg Blessing	Call/Receive Community and Culture	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	0.37 0.94
INC000000554363	Greg Walz Metro A Desktop Support	Network Kraig Ellis	Password Community and Culture	None Low	Resolved	TIR Missed: No TTR Missed: No	0.05 0.05
INC000000554452	Bradley Carpenter Metro A Desktop Support	Network Adam Staks	None Community and Culture	None Low	Resolved	TIR Missed: No TTR Missed: No	0.10 0.16
INC000000554477	Matthew Turner Metro A Desktop Support	Network Eric Sedgwick	Performance Community and Culture	None Low	Resolved	TIR Missed: No TTR Missed: No	0.22 0.22
INC000000554567	Kimberley Schmeling Application Services	None Dustin Crump	None Community and Culture	None Low	Resolved	TIR Missed: No TTR Missed: No	0.97 1.48
INC000000554634	Maryellen Martinez Metro B Desktop Support	None Stephanie Young	None Community and Culture	None Low	Resolved	TIR Missed: No TTR Missed: No	0.16 0.24
INC000000554712	Jill Mecham Metro A Help Desk	None Liz Evans	None Community and Culture	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.24
INC000000554886	Steven Fox Application Services	None Dustin Crump	None Community and Culture	None Low	Resolved	TIR Missed: No TTR Missed: No	0.02 0.82
INC000000555097	Stephanie Bourdeaux Help Desk	Network Julie VanBeekum	Password Community and Culture	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000555200	Rosalinda Tsosie Operations Production Control	None Christie Burnham	None Community and Culture	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000555230	Stephanie Bourdeaux Metro A Help Desk	Print/Copy/Scan/Fax Edward Fortner	None Community and Culture	None Low	Resolved	TIR Missed: No TTR Missed: No	0.25 0.25
INC000000555411	Ronald Van Harten Metro B Desktop Support	None Stephanie Young	None Community and Culture	None Low	Resolved	TIR Missed: No TTR Missed: No	0.14 0.14